PAYMENT SERVICES USER MANUAL 1

ENTERING INVOICES 1

INTRODUCTION 1

NAVIGATING THE INVOICE SCREEN AND DATA ENTRY 1

NAVIGATION 1

USING LOOK UP FIELDS 2

DATA ENTRY FORMATS 2

REQUIRED FIELDS 2

OTHER FIELDS 3

UNIQUE FIELDS 3

ENTERING THE INVOICE 3

INVOICE NUMBER VALIDATION 3

INVOICE LOOK UP 4

VENDOR NUMBER VALIDATION 5

VENDOR LOOKUP 5

GROUP 6

SAVING THE INVOICE 7

REUSING INVOICE DATA ENTRY WITH SAVE AS 9

AUTHORIZING THE INVOICE 10

APPROVAL 10

E-MAIL NOTIFICATIONS 10

TO SEND AN E-MAIL NOTIFICATION 11

TO SEND E-MAIL NOTIFICATIONS FROM THE QUEUE 12

PAYMENT SERVICES USER MANUAL

ENTERING INVOICES

INTRODUCTION

The first step in an invoice workflow is to enter and save the invoice on the **Invoice** screen. An invoice can also be authorized on this screen. In addition, invoices can be assigned to a group so they can easily be found later for approval or additional processing.

You may enter invoices as soon as you receive them. You do not have to wait until the payment date to begin data entry or approval processes.

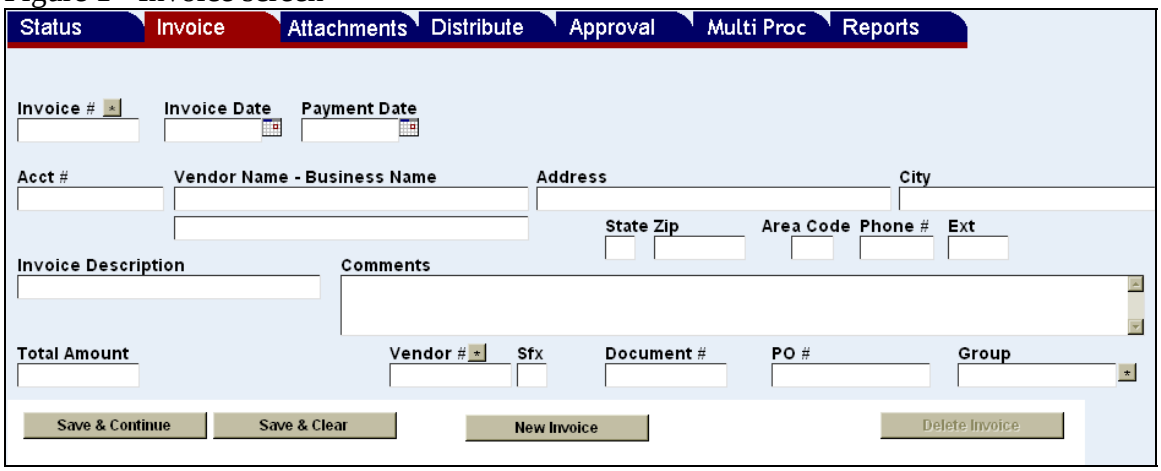
NAVIGATING THE INVOICE SCREEN AND DATA ENTRY

Open Payment Services and select the **Invoice** menu. Your Payment Services administrator can set which tabbed screen appears first; however, to enter invoices you need to be on the **Invoice** screen. Click the **Invoice** tab if necessary.

NAVIGATION

You can use your TAB key or your mouse to move to each data field. At **Vendor Name – Business Name**, Vendor Name is the first, top field and Business Name is second - the TAB key will move the cursor accordingly.

Figure 1 - Invoice screen



USING LOOK UP FIELDS

Two fields marked with an asterisk can perform searches or "look ups" – **Invoice #** and **Vendor #**. Perform a lookup in one of two ways:

- Click the asterisk next to the field.
- Place the cursor in the field and press F3.

For instance, to find a vendor number, click the asterisk next to **Vendor #** or place the cursor in the Vendor # field and press F3. See the Invoice # and Vendor # sections below for more information.

DATA ENTRY FORMATS

The following describes the format to use in some of the data fields.

Dates: Dates can be typed as mm/dd/yyyy, m/d/yy, or m/d/yyyy. The program will change the format when you save the invoice. To avoid any confusion, click on the calendar icons to select a date.

If you leave the invoice and payment dates blank, the application will fill them in with the current date when the invoice is saved.

Character length: Generally you will know when you've reached the character limit of a field because you will not be able to enter anything beyond that limit. For reference, the character lengths of some of the data fields are:

- **Acct #** - 17 alphanumeric characters
- **Phone #**: Seven digits *without* a hyphen, e.g., 5552211. If you use a hyphen, the phone number will get truncated when the invoice is saved. The phone extension (**Ext)** can be up to five digits.
- **Vendor Name – Business Name** – 40 alphanumeric characters.
- **Invoice Description** – 30 alphanumeric characters. (This is the description that is sent to STARS and prints on a warrant stub.)
- **Comments** – 500 alphanumeric characters. (These comments are not sent to STARS. They for your agency's use for any notes or instructions to approvers, or anything else relating to the invoice.)
- **Group**: 16 alphanumeric characters.

REQUIRED FIELDS

To be able to save an invoice in the application, the required fields are: **Invoice #, Vendor Name**, and **Total Amount**.

However, the **Vendor #** is required to complete the cost distribution of an invoice. At some point, the vendor number will have to be entered and the invoice saved with the vendor number.

If the invoice and payment date are not entered, the current date will be filled in for both when the invoice is saved. These can be changed later, but if the invoice is authorized, it may require more steps than to initially enter them.

OTHER FIELDS

Entering data in the other fields depends on your agency's business processes. For instance, a field or data entry person may enter only the invoice number, invoice date, vendor name, and amount, save it but not authorize it. Someone other than the data entry person may then enter the payment date and the vendor number and then save and authorize the invoice

UNIQUE FIELDS

Fields that are unique to Payment Services are:

- Acct #
- Comments: used for any notes or instructions to approvers, or anything else relating to the invoice. This information does not get sent to STARS and does not appear on warrants.
- Group: see below.

ENTERING THE INVOICE

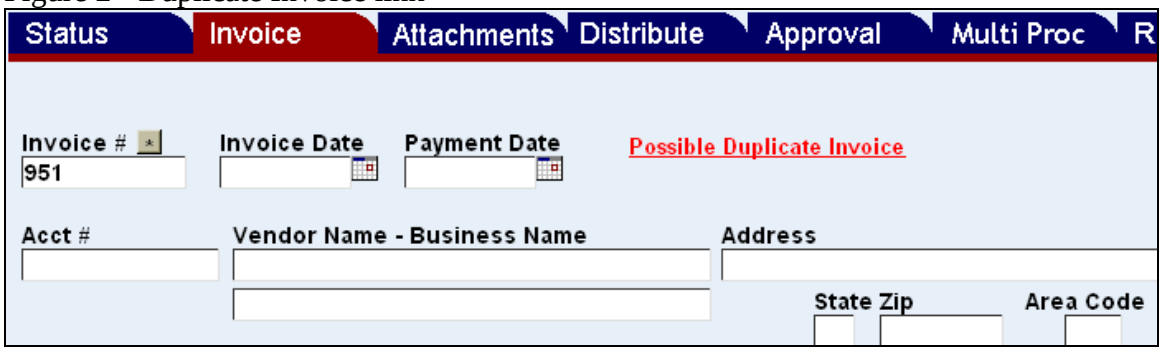
Enter the invoice information in the minimum required fields, complete any other fields required by your agency, save the invoice, and then authorize the invoice.

1. Enter the invoice number in the **Invoice #** field.
2. Enter the vendor name in the **Vendor Name** field. If you know the vendor number and suffix you can enter them in the **Vendor #** and **Sfx** fields.
3. Enter the amount of the invoice in the **Total Amount** field. A negative amount may be entered (e.g., **-250.00**). On the **Distribute** or **Multi Proc** screen the amount will be displayed as **($250.00)** and the reversal (**R**) field should be populated.
4. Complete any other fields needed by your agency.
5. Click **Save & Continue** or **Save & Clear** to save the invoice.
6. Click **Authorize** if necessary. Depending on your agencies process, invoices may be automatically authorized or a person other than data entry may authorize invoices.

INVOICE NUMBER VALIDATION

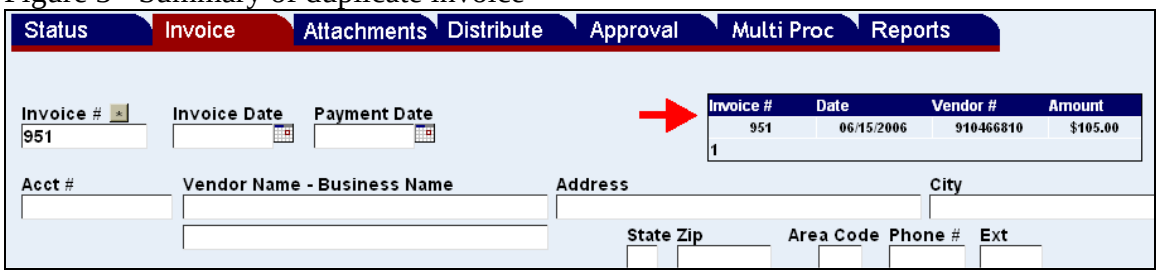
In the **Invoice #** field, enter the invoice number and then press TAB or click into another field. The application will validate the invoice number against existing invoice numbers that have been entered in Payment Services. If it is a duplicate of an existing invoice, a red hyperlinked message, **Possible Duplicate Invoice,** will appear.

Figure 2 - Duplicate Invoice link



Click **Possible Duplicate Invoice** to see a summary of the existing invoice. Be sure it is not the same invoice as the one you are about to enter. Change the invoice number if needed or continue entering the invoice. See the Reusing Invoice Data Entry With Save As section below if you are using the same vendor but a new, different invoice number.

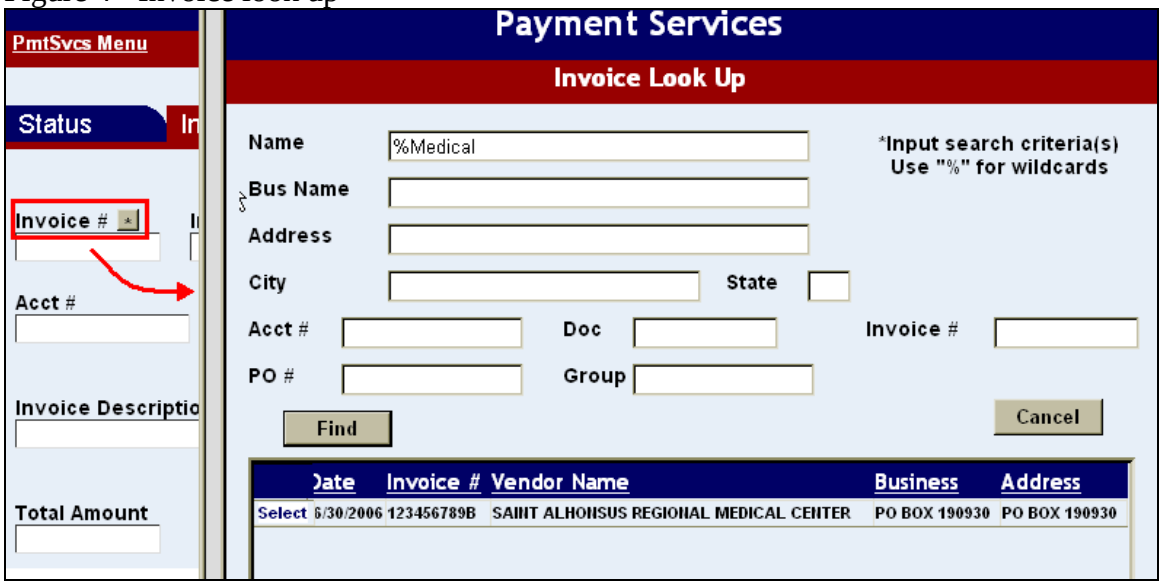
Figure 3 - Summary of duplicate invoice



INVOICE LOOK UP

Look up an existing invoice number to review, to finish data entry, to authorize, etc. Use this feature instead of going back to the **Status** screen to find an invoice.

Figure 4 - Invoice look up



Besides looking up current invoices, the invoice lookup will also find invoices that have been sent to STARS. Once opened, you cannot make changes to these invoices, but you can attach scanned documents. You can also click **Save As** and create a new invoice with the same information.

1. Click the asterisk next to **Invoice #** or place the cursor in the **Invoice #** field and press F3**.**
2. Enter any combination of search criteria – vendor name, business name, city, invoice number, etc. in the dialog box. You can enter just the first part of your search criteria, e.g., a vendor name or invoice number.
3. Click **Find**. Use the scroll bar at the bottom of the search results to view all of the column headers (e.g., **Address**, **Status**, etc). Click the column headers of the search results to sort the list, if needed.
4. Click **Select** next to an invoice number to open it.

VENDOR NUMBER VALIDATION

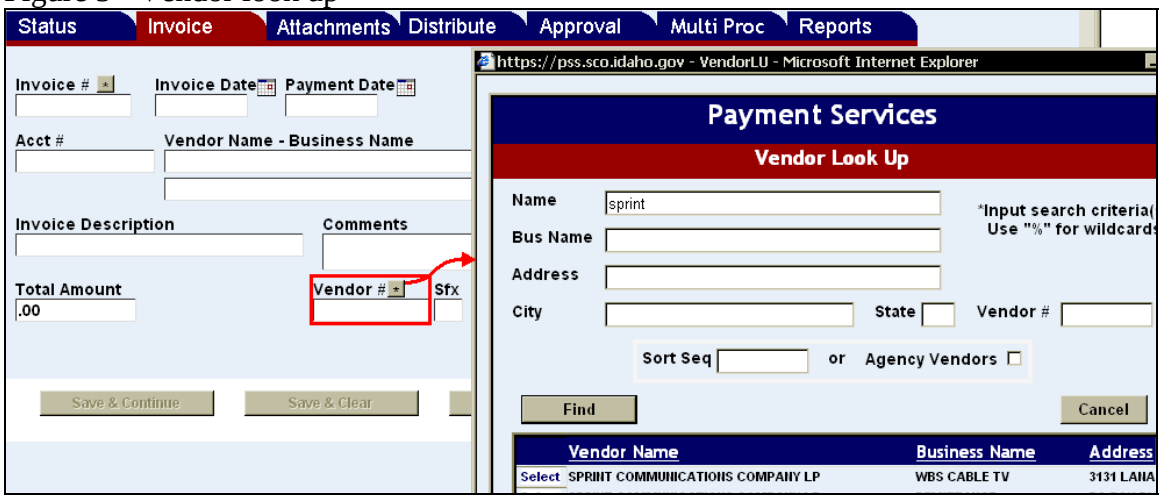
Enter the vendor number and suffix and press TAB or click into another area on screen and the application will validate it against the STARS vendor table. If it is incorrect or the vendor has not been set up on the vendor table, an error message will notify you that the vendor was not found. If it is found, the vendor name, address, phone, etc. will automatically be filled in. (The vendor number and suffix will not validate and populate until both have been entered.)

VENDOR LOOKUP

The vendor number can be searched for or "looked up". To look up a vendor number:

1. Click the asterisk next to **Vendor #.**

Figure 5 - Vendor look up



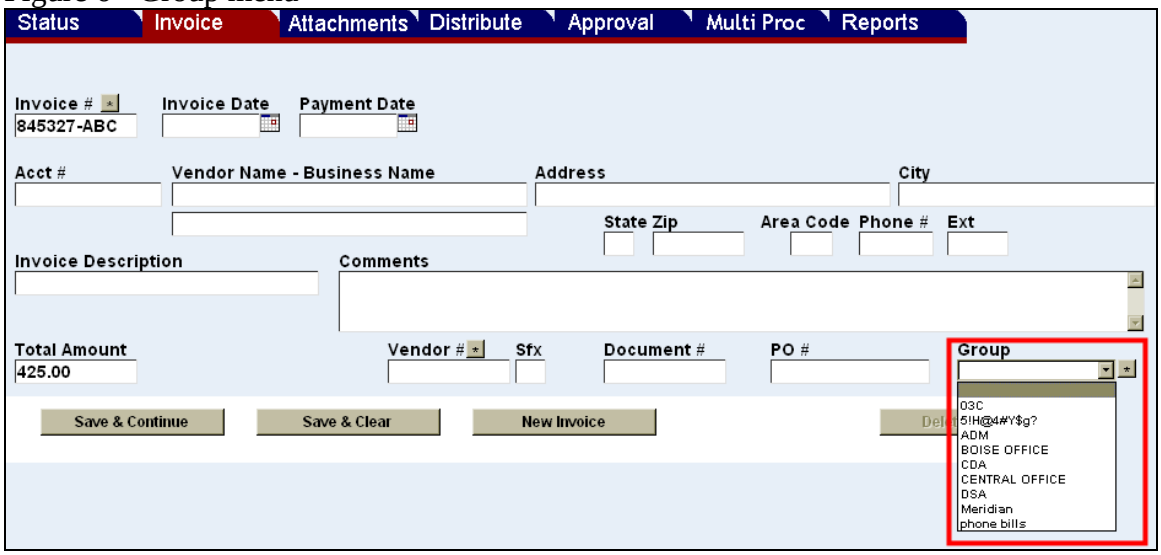
2. Enter any combination of search criteria – vendor name, city, vendor number, etc. You can enter only part of your search criteria in any given field – e.g., “Crea” in the **Name** field will find vendors such as “Creative Learning Center”.
3. If desired, enter the **Sort Seq** number or select **Agency Vendors** to filter the search results by those criteria. Agency Vendors filters vendors recently used in Payment Services by your agency only.
4. Click **Find**. Click the column headers of the search results to sort the list, if needed.
5. Click **Select** next to a vendor number and the vendor related fields will be automatically filled in. Any vendor information previously entered on the Invoice screen will be overwritten.

GROUP

Invoices can be assigned to groups to help organize and retrieve them later in the process. Group names can be any combination of letters, numbers, and special characters up to 16 characters long. Groups are created on the **Invoice** screen and do not require administrator rights.

- Type a name for the group in the **Group** field. Once an invoice is saved, the group name is also saved in the application to use with other invoices.
- To use a saved group, click the asterisk next to **Group**, then select the group from the menu.
- If you do not see the group you want and need to create one, click the asterisk again, and then type a new name in the **Group** field.

Figure 6 - Group menu



This feature could be used if, for example, you are responsible for approving only certain invoices, e.g., utilities, by creating a group called “Utilities”.

It could also be used to group invoices for certain approvers to review. For instance, Employee A could put invoices in a group called Employee B. The approver, Employee B could then easily find them on the **Status** screen using the group name as the search criteria.

SAVING THE INVOICE

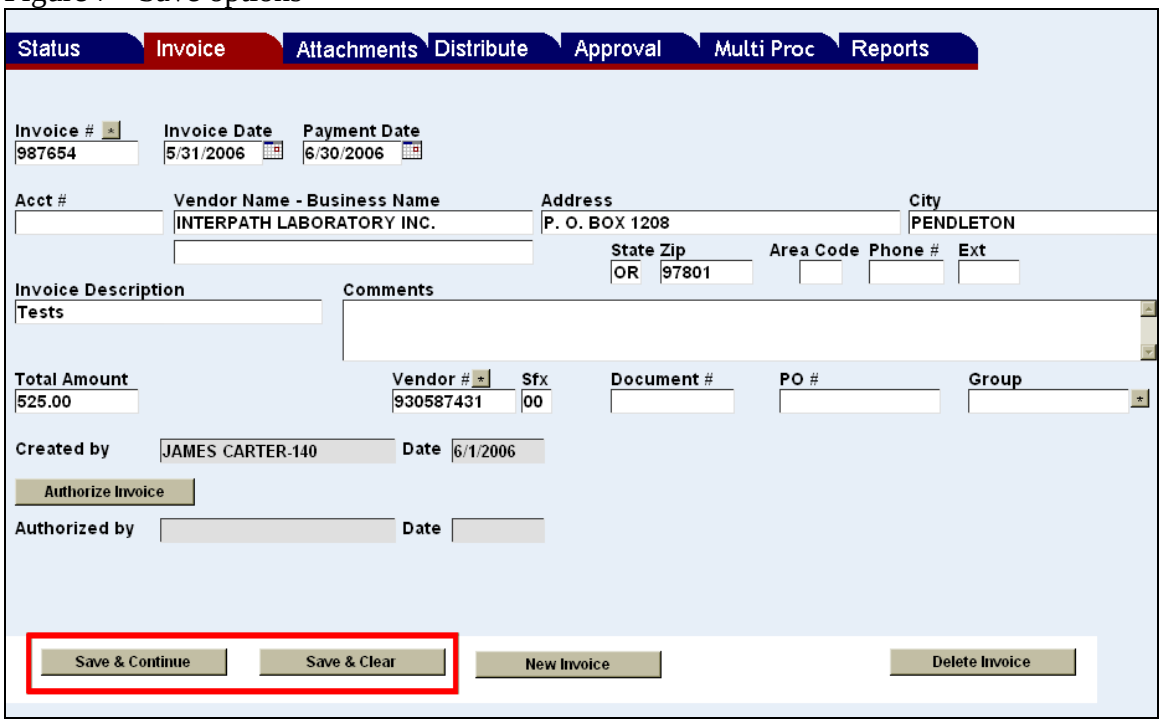
Initially there are two options to save the invoice: **Save & Continue** and **Save & Clear**.

- **Save & Continue** will save the invoice as a record in a database. It will leave the Invoice with the data that you have entered on screen. This option would be useful to enter several invoices from the same vendor and need only to change an invoice number, amount and description. See the Save As section below.
- **Save & Clear** will save the invoice as a record in a database and clear the fields on the Invoice screen. This option would be useful to enter a new invoice from a different vendor.

When saved, the user’s name and the date are automatically saved in the **Created by** and the **Date** field.

Click **New Invoice** to clear the screen without saving.

Figure 7 - Save options

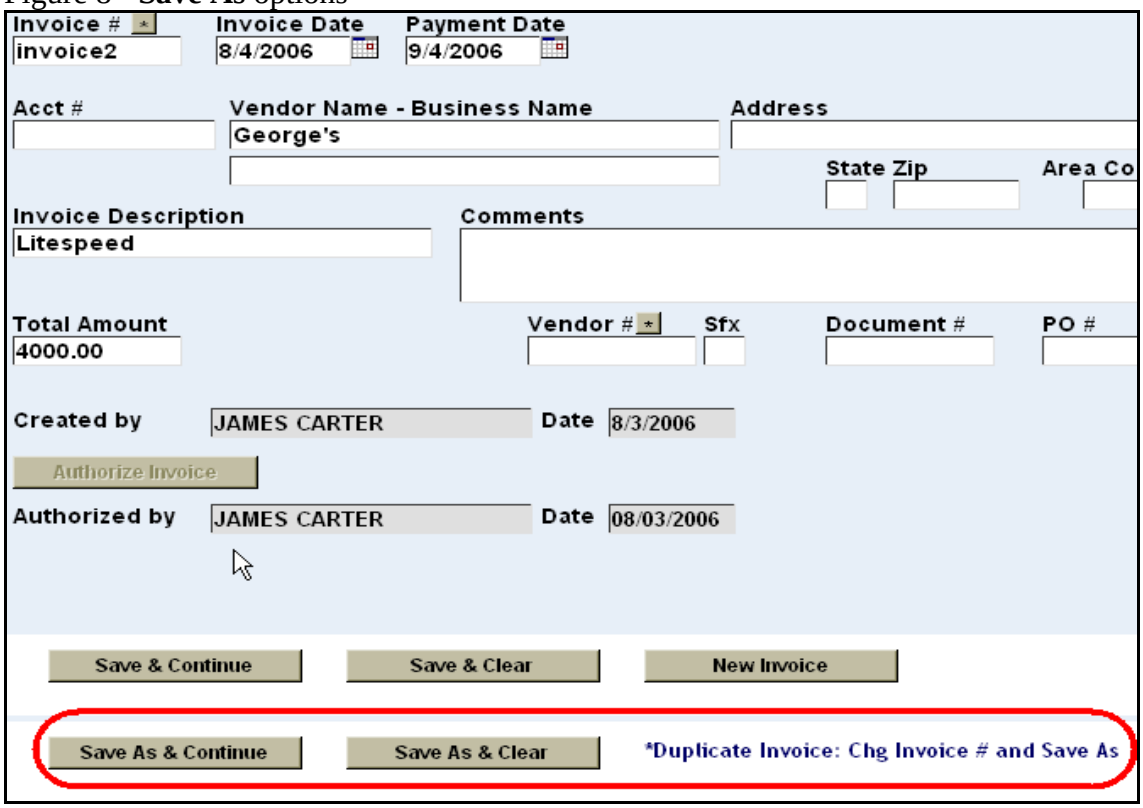


REUSING INVOICE DATA ENTRY WITH SAVE AS

If you **Save & Continue** an invoice and want to reuse the vendor name and number information from that invoice with a new invoice number, Payment Services will recognize that the new invoice is similar. For the new invoice it will present additional 'Save' buttons – **Save As & Continue** and **Save As & Clear**.

If you do intend to use a different invoice number with the same vendor information, use the **Save As & Continue** or **Save As & Clear**. Both will save the invoice *as* a new invoice that has the same vendor information but a different invoice number.

Figure 8 - **Save As** options



A message indicates that you may have inadvertently entered a duplicate invoice - be sure to change the invoice number and use one of the **Save As & Continue** or **Save As & Clear**.

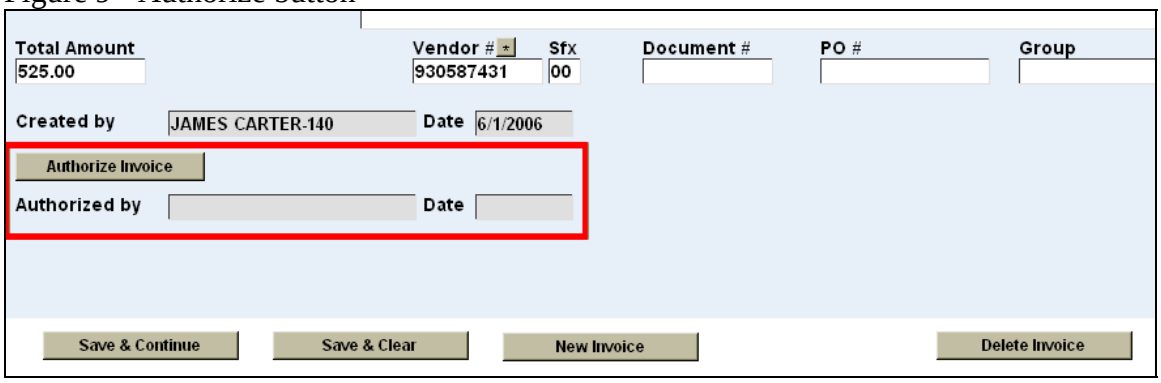
AUTHORIZING THE INVOICE

An invoice must be authorized before it can continue with cost distribution. A saved invoice can be seen on the **Distribute** screen, but the distribution grid will not be available until the invoice is authorized.
Authorization can be done in three different areas in the Payment Services application:

- Automatically authorized – this is set up by the Payment Services administrator. If enabled, invoices would be ready for cost distribution as soon as they are entered and saved.
- **Approval** screen
- **Multi Proc** screen

In addition, processes will vary among agencies as to who authorizes invoices and when.

Figure 9 - Authorize button



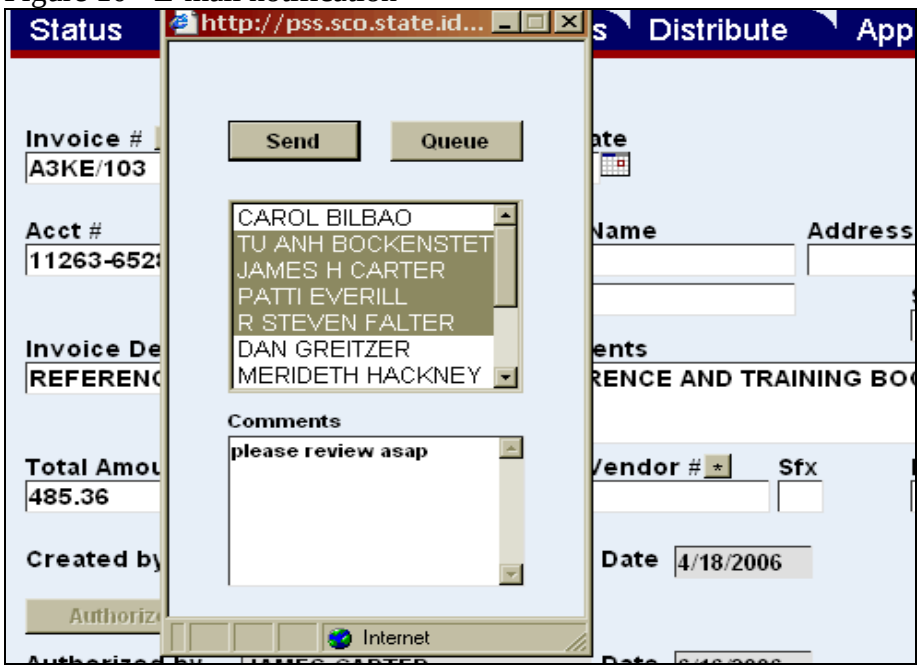
APPROVAL

After an invoice is saved and ready for either authorization or approval, it can be approved on either the **Approval** screen or the **Multi Proc** screen. If the invoice is authorized on the **Invoice** screen or the **Approval** screen, an e-mail notification can be sent from within Payment Services to notify the next person in the process (an approver) that invoices are ready for review.

E-MAIL NOTIFICATIONS

When the invoice is authorized on the **Invoice** or **Approval** screen and e-mail functionality is enabled by your administrator, an e-mail dialog box will appear.

Figure 10 - E-mail notification



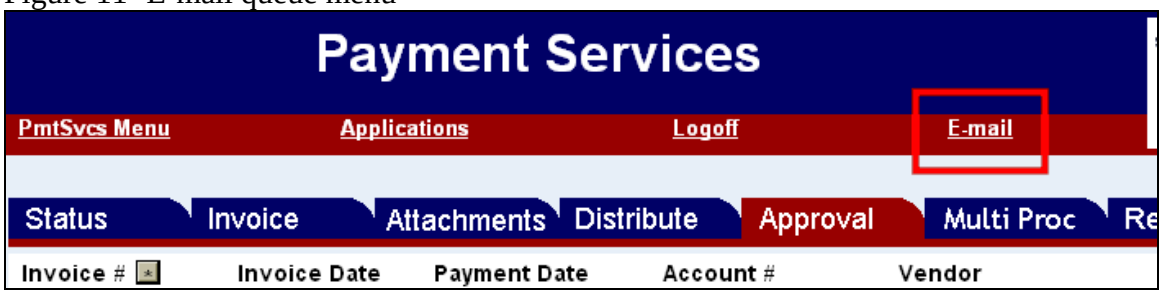
TO SEND AN E-MAIL NOTIFICATION

1. Highlight the recipient's name. Hold down CTRL and click the left mouse button to highlight multiple names.
2. Type a comment if desired.
3. Click **Send** or **Queue**.
   - Send will send the e-mail immediately.
   - Queue will save e-mail messages in a queue to be sent later in the day. If you do not open the queue to send an e-mail by the end of the day, the application will send it automatically.
   - Queue will store *multiple* e-mail messages for the same recipients, but only send *one* e-mail for each recipient. The one e-mail will contain messages regarding each invoice.
4. After sending or queuing, a verification message will appear. Click **OK** and then click **X** in the corner of the e-mail dialog box to close.

TO SEND E-MAIL NOTIFICATIONS FROM THE QUEUE

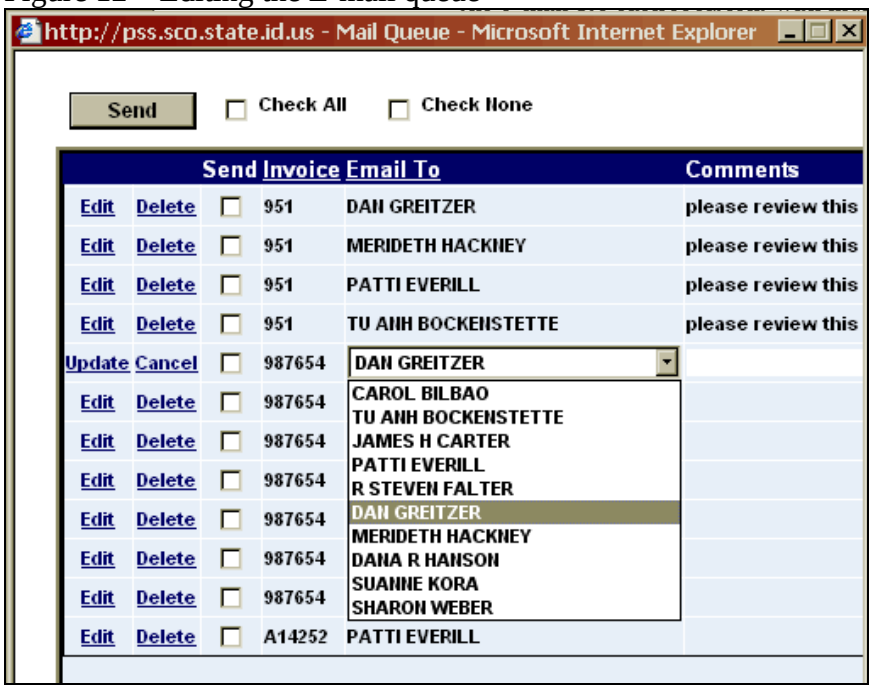
To send e-mails that are in the queue right away, do the following:

Figure 11- E-mail queue menu



1. Click **E-mail** in the top menu bar
2. By default, all recipients are selected. Uncheck the check box in the **Send** column if you do not want to send an email to a particular person. However, any unsent e-mails in the queue will be sent automatically at the end of business day.
3. Click **Edit** next to an invoice and recipient to change the recipient for that invoice message. Note: This may clear all of the check marks for all recipients.
4. Select a recipient's name from the **Email To** menu.

Figure 12 – Editing the E-mail queue



5. Type a **Comment** if desired.
6. Click **Update** to save the change. (Click **Cancel** to cancel the change.)

7. To prevent a recipient from receiving an e-mail, click **Delete** next to the invoice(s) invoice and recipient.
8. Select **Check All** if necessary. (You could select **Check All** and uncheck individual boxes in the **Send** column to not send e-mails for certain invoices and recipients.)
9. Click **Send** to send all selected e-mails from the queue.